

PERFORMANCE WORK STATEMENT (PWS):

Operation and Maintenance support for the Office of Acquisition Management's (OAM) EPA Acquisition System (EAS).

1. PERIOD OF PERFORMANCE:

<u>Base Period:</u>	Award Date + 12 months
<u>Option Period I:</u>	Base Period + 12 months
<u>Option Period II:</u>	Option Period I + 12 months
<u>Option Period III:</u>	Option Period II + 12 months
<u>Award Term:</u>	Option Period III + 12 months

2. KEY EPA PERSONNEL:

Contracting Officer's Representative (COR): TBD

Alternate Contracting Officer's Representative (Alt COR): TBD

3. BACKGROUND

The US Environmental Protection Agency (EPA), Office of Acquisition Management (OAM), under the supervision of the Director, Office of Acquisition Management, is responsible for acquisitions and the acquisition functions within the agency.

In order to perform these functions, the EPA uses a Commercial-Off-The-Shelf (COTS) system aligned with the Agency's enterprise architecture. The COTS product is PRISM, rebranded EAS, from the vendor Compusearch Software Systems, Inc. The current PRISM license subscription with Compusearch expires September 25, 2013.

The EPA Acquisition System (EAS) is in the EPA Enterprise Architecture transition plan and the target architecture. The EAS provides only essential business functions and has been designed to meet the OAM Information Resources Management (IRM) strategic vision. EPA will provide the contractor with the appropriate EPA IT Policies and Procedures. The EPA acquisition system is the starting point for many of the agency's financial transactions. The incumbent contractor is Compusearch Software Systems, Inc. under EP-G13H-00663 task order GS-35F-0585J expiring on November 30, 2013. The Government anticipates issuing a Time-and-Materials (T&M)/Firm Fixed Price (FFP) task order consisting of a one (1) year base period, with three (3), one (1) year option periods and one (1), one (1) year award term.

4. PURPOSE:

The purpose of this contract is to provide operations and maintenance and training support associated with the EPA Acquisition System (EAS). The contractor shall provide EPA with timely support for EAS operations and maintenance. Contractor shall support the EAS project as defined by the tasks below:

- **Project Management**
 - Project Management
 - Quality Assurance/Quality Control
 - Technical Support Plan for yearly operations and maintenance
 - Operations and Maintenance Plan
 - Budget and Scheduling
- **Operations and Maintenance Support**
 - Operations and Maintenance Procedures
 - Report on quality assurance and program metrics
 - FAR and EPAAR updates
 - PRISM Patches and Updates as made available by the software vendor and approved by EPA management
- **Helpdesk Support**
 - Providing Staff for the Help Desk
 - Addressing User concerns associated with EAS
 - Document customer inquiries via the OAM Service Desk system and develop helpdesk metrics to identify trends for management
 - Use of trouble shooting processes and procedures to remedy user identified issues
 - Issue resolution, including issues arising from interfacing applications, and EAS upgrades/enhancements/patches associated with PRISM
 - Answer requests from telephone inquiries, voice mail, and email as necessary associated with EAS

The tasks described below represent the work that will be required to support OAM's EPA Acquisition System (EAS) Project Service Support.

As EPA is a "green" agency, contractors providing support to the agency shall reflect "green" business processes. The vendor shall use environmentally preferable products and services in support of the contract. Environmentally preferable products and services are defined as those that have a lesser or reduced effect on human health and the environment when compared to other products and services that serve the same purpose. Environmentally preferable products may include less or non-toxic products, products manufactured with recycled content, bio-based products, products and services that reduce waste, energy efficient products and products that reduce water consumption. The vendor shall use biodegradable supplies in support of this contract when possible. The vendor shall use recycled paper for all deliverables associated with the contract. Travel to sites and meetings shall be limited and teleconferencing shall be used when possible to minimize the effort's carbon footprint. Teleconference invitations shall include electronically submitted materials that can be viewed from the desktop. Hard copy printing shall be limited and should only be performed when required. IT equipment used in support of the contract shall also be energy efficient.

5. TASKS:

5.1 Project Management

5.1.1 Project Management Activities

Contract Project Manager (CPM) is responsible for the operations and maintenance of EAS at the EPA and reports to the EPA EAS Program and Project Manager and Contracting Officer Representatives (COR). The CPM's responsibilities include management and oversight of the Functional and Technical staff under their control to ensure that the entire team meets the milestones defined in the project schedule and provide the appropriate level of detail for any Change Requests. Change Requests are used to make changes to the Production Environment and include requirements, analysis impact and level of effort and are reviewed and if appropriate, approved by EPA management. The CPM supports the needs of the EAS Project for the Office of Acquisition Management (OAM). The CPM and/or Compusearch liason should communicate any issues and/or concerns the EPA may have to its Compusearch point of contact when and as necessary and be involved in any user groups as necessary to be aware of identified problems with the PRISM application and potential impacts to the EPA customers. The CPM shall provide the following support and deliverables:

- EAS Project oversight
- Liaison support between EPA and Compusearch (vendor associated with the Commercial Off-the-Shelf Package – PRISM)
- Submit EAS monthly project status reports
- Documentation support as requested
- Maintain the EAS resource plan
- Provide contract management support
- Provide oversight and guidance to the team including help desk support, integration with Compass (EPA's Financial Management System based on the Commercial off-the-shelf package – Momentum), and operations and maintenance of EAS.

Deliverable #	Task Name	Deliverable Name	Notes
5.1.1	Project Management	Monthly Project Status Report	Will submit by the 7th of the following month.
5.1.2	Resource Plan	Monthly Resource Plan	Will submit by the 25th of the prior month.

5.1.2 Quality Assurance/Quality Control

Contract Project Manager shall provide quality assurance/quality control support for EAS. Contract Project Manager shall work closely with the EPA Program and Project Manager and Contracting Officer Representatives to ensure that tasks performed under this contract are of appropriate quality and meet identified standards.

Quality Assurance Plan

PWS Reference	Activity	Standard	Acceptable Performance Level (APL)	Measurement (Source)	Surveillance Method
5.1.1 Project Management					
5.1.1	Project Management Produce a monthly Project Status Report	Report shall identify all tasks, responsible individual and due date,	Report shall contain accurate information.	Monthly Status report will be submitted on the 7 th day of the following month.	100% COR review
5.1.2	Project Management	Complete scanning of assigned documents and file documents in the appropriate location in the paper and electronic files within 7 days of receipt.	No more than 5% of documents will be scanned and filed after receipt.	Monthly Progress Status report	100% COR review
5.1.3	Project Management	Accurate and complete project documents shall be delivered to the COR	No more than 2 revisions will be allowed for each document.	Monthly Progress Status Report	100% COR review
5.1.4.	Project Management	Ensure use of Standard EPA Communications.	Use EPA email, calendar and instant messaging functions.	COR monitor	100% COR review
5.1.5.	Project Management	Accurately complete the tasks	Report shall contain no more than 5% inaccurate information	Monthly Report	100% Tech Lead review
5.1.6	Project Management	Accurately report monthly spending.	Report shall contain accurate information	Monthly Cost Management Report	100% COR review
5.2 EAS Operations and Maintenance Support					
5.2	Operation and Maintenance	Operation and maintenance procedures.	Follow the standard procedures for configuration management; issue identification, help desk...Etc...	Processes and procedures for EAS operations and maintenance.	100% Tech team leader review

PWS Reference	Activity	Standard	Acceptable Performance Level (APL)	Measurement (Source)	Surveillance Method
5.3 Help Desk Support					
5.3.1	Help desk support	Accurately complete the tasks.	Report shall contain accurate information	Report from the GroupLink Service Desk System	100% Team leader review
5.3.2	Help desk support	Accurately complete the tasks.	Information supplied to the customer and via Standard Operating Procedures shall contain accurate information	GroupLink Services Desk System knowledgebase	100% EPA Help Desk leader review
5.3.3	Help desk support	Accurately complete the tasks	Adhoc Incident Reports shall contain accurate information	Ad Hoc Incident Reports	100% EPA Help Desk leader review
5.3.4	Help desk support	Accurately complete the tasks	Help Desk Meeting Minutes shall contain accurate information	Minutes taken at help desk meetings and filed	100% EPA Help Desk leader review

5.1.3 Standards and certification of an IT device attaching to the EPA network

When a new contract staff member arrives, the orientation package will include the non-disclosure form. The Contract Project Manager will have the new arrivals sign the form and will forward them to the Contracting Officer Representative prior to IDs or access being provided.

The Contracting Project Manager and Contracting Officer Representative will maintain checklists to confirm the return of the annual non-disclosure certifications.

Contract Project Manager (CPM) must ensure that any device being attached to the EPA network conform to the standards outlined in quarterly certification of IT devices.

The details of these standards include:

- Configuration of the IT device including EPA security policies, Password policies and approved Operating Systems.
- Patching of IT devices must be completed and consistent with EPA standards.
- **Virus protection:** Appropriate Anti-Virus programs running with automatic updates of virus pattern files.

The CPM must provide the COR and OAM Information Security Officer (ISO) a list of IT devices attaching to the EPA network along with certification that those devices conform to the standards listed in the quarterly certification of IT device documents. This certification document should be provided quarterly and is due on the 15th of day of January, April, July and October.

5.1.4 Standards for EPA communications

All communication between the EPA staff and the contractor personnel must be done using EPA Email accounts.

Contractors have the choice of setting up the EPA email client on their IT device or having the EPA staff setup the EPA email client on a USB key that will be provided.

EPA's email instant messaging function must be used by the contractor staff when on duty.

EPA's email calendar functions must be used by the contractor for scheduling and providing documents to be used in meetings with EPA staff.

5.1.5 Project Management – Technical

The Contract Project Manager shall provide the Operations and Maintenance Plan and the Technical Support Plan in order to ensure that they have the necessary resources to provide technical support for the operations and maintenance of EAS.

A monthly technical management report, will be due to the COR by the 7th day of the following month. The report must address progress made on deliverables and highlight any significant

events. A description of any significant events that caused a disruption in service, or that had the potential to cause a disruption in service, along with a description of remedial and/or preventive actions taken, must be included.

Deliverable #	Task Name	Deliverable Name	Notes
5.1.5	Project Management	Monthly Technical Management Report	Will submit by the 7th day of the following month

5.1.6 Project Management – Budget

The Contract Project Manager shall provide a cost estimate, report on all monthly expenditures, and meet with the EPA Program, Project Manager and CORs once a week to make sure that spending stays within budget constraints.

A monthly cost management report, showing costs by subtask and labor category, must be submitted to the COR within 7 days of the end of the preceding month. This report must depict the total costs expended during the month, the total costs expended for this effort from the inception of the work through the date of the report, and the anticipated amount of funding required for tasks.

Deliverable #	Task Name	Deliverable Name	Notes
5.1.6	Project Management	Operations and Maintenance Plan	Will submit within 7 days of award.
5.1.6	Project Management	Technical Support Plan	Will submit within 7 days of award.
5.1.6	Project Management	Monthly Cost Management Report	Will submit within 7 days of the end of the preceding month.

Task 5.2 EAS Operations and Maintenance Support

Provide technical and administrative support to maintain the EPA Acquisition System (EAS) residing on OAM's network infrastructure. The OAM network infrastructure resides on servers located on mirrored sites in Potomac Yards, Virginia (PY) and Research Triangle Park, North Carolina (RTP). The production environment is regularly scheduled to switch between the mirrored sites in PY and RTP. The switching of production sites allows for regular testing of the failover procedures which may need to be executed during an emergency COOP situation. The EAS application is a PRISM application running on an Oracle Database residing on a SUSE Linux server with a Windows web server front end. Authentication to the EAS application uses the EPA's Lightweight Directory Access Protocol (LDAP) authentication method.

Performance Objectives:

Maintenance of the EAS application includes, but is not limited to providing OAM the following:

- Regular PRISM patches
- PRISM COTs upgrades
- FAR updates
- EPAAR updates
- Bug fixes as directed by OAM
- System enhancements as directed by OAM's Change Control Board (CCB)

Maintenance of the interfaces between EAS and other systems includes, but is not limited to the following:

- OCFO's Compass Financial system
- OCFO's Websphere application which serves as an interface between EAS and Compass
- U.S. General Services Administration's (GSA) Integrated Acquisition Environment (IAE) government shared systems and its successor System for Award Management (SAM). These systems include, but are not limited to:
 - Federal Procurement Data Systems – Next Generation (FPDS-NG)
 - Fed Connect
 - Central Contractor Registry (CCR)
 - Federal Business Opportunities (FBO)
 - Online Representations and Certifications Application (ORCA)
 - Past Performance Information Retrieval System (PPIRS)
 - Contractor Performance Assessment Reporting System (CPARS)

Access to the EAS web-based application via EPA supported browsers, from all EPA locations. Remote access to EAS web-based application via EPA supported browsers and EPA supported remote access methods.

Uninterrupted availability of EAS

Performance Measures:

Number of hours per day and days per week the EAS application is available for login by EPA customers including remote login methods.

Interoperability of EAS with its various interconnected systems including EPA systems and GSA's IAE / SAM systems as measured by system downtime attributable to EAS. Ability to use various EPA supported Browsers to access the EAS web-based application.

Performance Expectations:

The EAS application must be available to EPA customers twenty-four (24) hours a day seven (7) days per week, except for designated maintenance periods which will be communicated to the EAS user community. Maintenance periods will be scheduled during a time of low system

utilization such as the weekend. Determination of the maintenance schedule and communication of these schedules will be done by the COR.

Loss of access to the EAS application due to software failures within the control of the contractor must be remedied within 4 hours of notice to the contractor of such a failure, if failure occurs between the hours of 8:00 am and 6:00 pm, Monday through Friday, excluding Federal holidays. Such failure resulting in loss of access to the system that occurs outside of these hours must be remedied within 4 hours of the beginning of the next regular Federal business day.

All system functions must be operating within defined parameters during the period of availability. System functions that fail to meet the standards must be corrected and restored within the same time period, and upon the same notification, as for system failures notes above.

Loss of access to the EAS application or loss of functionality due to hardware or operating system failures should be reported to the OAM staff immediately using OAM's Service Desk system if failure occurs between the hours of 8:00 am and 6:00 pm, Monday through Friday, excluding Federal holidays. Such failure that occurs outside of these hours must be reported within 4 hours of the beginning of the next regular Federal business day.

When EPA proposes changes to the EAS application or the network infrastructure it resides on, a comprehensive analysis of the impact of those changes must be completed within 4 days of any initial meeting with EPA. This analysis must include, but is not limited to, the following:

- Hardware and software impacts and requirements
- Configuration issues involved in deployment within the OAM environment
- Telecommunication impacts and requirements
- Integration and/or data exchange with existing applications
- Security concerns; e.g., access control, encryption, and conformance with current EPA security policies including revision of the system's certification and accreditation documentation
- Workflow requirements
- Business process impacts
- System administration processes
- System maintenance issues

Within three (3) days of EPA acceptance of the analysis, a Level of Effort (LOE) document must be delivered. This document must, at a minimum, address the areas named above. The LOE document must describe all changes to hardware, software, operating procedures, configuration, telecommunications, etc., necessitated by the proposed change(s). Other considerations, including but not limited to cost of materials and services, schedule, impact on other ongoing work, documentation, training, etc., must also be addressed in this document. This is not a formal document, requiring report covers, graphics, bindings, etc.

Deliverable #	Task Name	Deliverable Name	Notes
------------------	-----------	------------------	-------

5.2	Operations and Maintenance Procedures	Processes and Procedures for EAS Operations and Maintenance	Will submit within 30 days of task order award.
5.2	Operations and Maintenance Procedures	Comprehensive analysis of the impact of the changes	Completed within 4 days of any initial meeting with EPA
5.2	Operations and Maintenance Procedures	Level of Effort (LOE) document	Within 3 days of EPA acceptance of the analysis

Task 5.3 Helpdesk Support

Background and Metrics:

The EAS Help Desk consists of contractor and EPA staff. Support is managed through a phone system with a ring order. Technicians log into the system to begin receiving calls; they can also set a break or allow time to wrap up a call without logging out of the system. These statistics can be captured. . The ticketing system has a robust knowledgebase where many Standard Operating Procedures are stored.

The EAS help desk currently handles approximately 1500 help tickets per month and supports 5000+ users from all 10 regions of the EPA. It is open from 8AM until 6 PM (EST) daily and coverage must be available to keep wait times under 3 minutes and to ensure that 80% of the calls are answered by a person and not sent to voice mail. Currently the Help Desk fields a maximum of 4 persons at the height of the call period. In the final month of the fiscal year, some weekend hours may be required. All tickets must be moved from "New" to "In Progress" within 24 hours. Ongoing issues must be updated weekly. Tickets that are resolved on the first call must contain both the issue and the solution.

During this period of performance the contractor shall provide personnel to support the EAS Help Desk, including level 1 and level 2 technicians, and a team lead. The team shall work in conjunction with the EPA applications team and under the guidance of the EPA Help Desk manager. The Help Desk personnel shall be located in EPA Headquarters at the Ronald Reagan Building.

Contractor personnel shall:

- Staff the phone tree as the first line of support, taking calls and monitoring voice mail
- Create tickets in the on-line ticketing system, provide full detail, and assign them as mandated by the EPA
- Resolve issues as assigned by the help tickets
- Work with the application vendor to raise, monitor and resolve level 3 issues
- Work with the support team for the Office of Comptroller Financial Operations to analyze and track issues caused by the financial interface.
- Guidelines in the Help Desk Manual shall be adhered to.

- A weekly meeting shall be held with both teams to discuss issues, resolve persistent problems, and share learning.
- Attend other meetings as requested
- Review and create documentation as it pertains to the help desk and/or help for the users
- Provide PRISM support.

During this period of performance EPA and the contractor shall meet weekly to address all help desk related tasks to include but not limited to:

- User concerns
- Documentation of customer inquiries and helpdesk metrics
- Trouble shooting of issues
- Issue resolution, including raising to level 3
- Answer requests, whether received by phone, voice mail, or email in the same business day
- Develop processes and procedures for EAS help desk operations
- Ensure Help Desk Support staffs are in place with minimum 3 full time personnel

Deliverable #	Task Name	Deliverable Name	Notes
5.3	Helpdesk Support	Reports from Grouplink Service Desk System	Provide monthly
5.3	Helpdesk Support	Updates to the Grouplink Service Desk System Knowledgebase.	Update monthly
5.3	Helpdesk Support	Ad Hoc Incident Reports	Due within two days of the incident
5.3	Helpdesk Support	Help Desk Meeting Minutes taken at help desk meetings and filed	Weekly

6. TRANSITION SUPPORT

Task 6.1 Incoming Transition

In accordance with this task order, the Contractor shall provide a draft Incoming Transition Plan five business days after contract award for incoming transition. The Contractor shall coordinate with the Government in planning and implementing a complete transition to the Contractor's support model. The Contractor shall collaborate with the Government to develop and deliver an Incoming Transition Plan. The government shall also designate a transition period for the incoming Contractor to coordinate and work with the incumbent Contractor. This transition plan shall include, but is not limited to:

- Availability of Key Resources
- Timelines/Milestones
- Coordination with Government representatives
- Review, evaluation and transition of current support services
- Transfer of all necessary business and/or technical documentation
- Transfer of compiled and un-compiled source code, to include all versions, maintenance updates and patches (if applicable)
- Orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes
- Applicable EPA briefing and personnel in – processing procedures
- Comprehensive Security Plan
- CBI and Chain of Custody Issues

The contractor shall attend a kick-off conference meeting at the EPA headquarters offices in Washington, DC within ten (10) business days of contract award.

Task 6.2 Outgoing Transition

In accordance with this task order, the Contractor shall provide a plan for 120 days of outgoing transition for transitioning work from an active task order to a follow-on contract/order or Government entity. This transition may be to a Government entity, another Contractor or to the incumbent Contractor under a new contract/order. In accordance with the Government-approved plan, the Contractor shall assist the Government in planning and implementing a complete transition from this order to a successor provider. This shall include formal coordination with Government staff and success staff and management. It shall also include delivery of copies of existing policies and procedures, and delivery of required metrics and statistics. This transition plan shall include, but is not limited to:

- Coordination with Government representatives
- Review, evaluation and transition of current support services
- Transition of historic data to new Contractor system

7. SUBSCRIPTION

Vendor shall have and maintain an enterprise license for PRISM (supplied by Compusearch Software System) for the life of the contract. As such, the license shall be supported by an agreement provided through a Contractor Teaming Arrangement (CTA) with Compusearch for access to and use of their enterprise license for PRISM on behalf of EPA.

8. EPA VENDOR COMMUNICATION PLAN

The vendor can provide communication with the industry and within EPA through the following link: <http://www.epa.gov/oam/vendor.pdf>

9. LEGAL HOLIDAYS

The following Federal legal holidays are observed under this task order.

New Year's Day	1 January
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	11 November
Thanksgiving	Fourth Thursday in November
Christmas Day	25 December

The Government reserves the right, with or without advance notice, to close Government facilities on dates in addition to the above identified legal holidays. The causes of such closures include, but are not limited to, Presidential order, weather-related closures, and Government-mandated closure of specific facilities.

10. REHABILITATION ACT NOTICE (OCT 2000)

(a) EPA has a legal obligation under the Rehabilitation Act of 1973, 29 U.S.C. 791, to provide reasonable accommodation to persons with disabilities who wish to attend EPA programs and activities. Under this contract, the contractor may be required to provide support in connection with EPA programs and activities, including conferences, symposia, workshops, meetings, etc. In such cases, the contractor shall, as applicable, include in its draft and final meeting announcements (or similar documents) the following notice:

It is EPA's policy to make reasonable accommodation to persons with disabilities wishing to participate in the agency's programs and activities, pursuant to the Rehabilitation Act of 1973, 29 U.S.C. 791. Any request for accommodation should be made to the specified registration contact for a particular program or activity, preferably one month in advance of the registration deadline, so that EPA will have sufficient time to process the request.

(b) Upon receipt of such a request for accommodation, the contractor shall immediately forward the request to the EPA contracting officer, and provide a copy to the appropriate EPA program office. The contractor may be required to provide any accommodation that EPA may approve. However, in no instance shall the contractor proceed to provide an accommodation prior to receiving written authorization from the contracting officer.

(c) The contractor shall insert in each subcontract or consultant agreement placed hereunder provisions that shall conform substantially to the language of this clause, including this paragraph, unless otherwise authorized by the contracting officer

11. SECTION 508

The Contractor shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998.

12. Compliance with EPA Policies for Information Resources Management

(a) Definition. Information Resources Management (IRM) is defined as any planning, budgeting, organizing, directing, training, promoting, controlling, and managing activities associated with the burden, collection, creation, use and dissemination of information. IRM includes both information itself and the management of information and related resources such as personnel, equipment, funds, and technology. Examples of these services include but are not limited to the following:

(1) The acquisition, creation, or modification of a computer program or automated data base for delivery to EPA or use by EPA or contractors operating EPA programs.

(2) The analysis of requirements for, study of the feasibility of, evaluation of alternatives for, or design and development of a computer program or automated data base for use by EPA or contractors operating EPA programs.

(3) Services that provide EPA personnel access to or use of computer or word processing equipment, software, or related services.

(4) Services that provide EPA personnel access to or use of: Data communications; electronic messaging services or capabilities; electronic bulletin boards, or other forms of electronic information dissemination; electronic record-keeping; or any other automated information services.

(b) General. The Contractor shall perform any IRM-related work under this contract in accordance with the IRM policies, standards, and procedures set forth on the Office of Environmental Information policy Web site. Upon receipt of a work request (i.e. delivery order, task order, or work assignment), the Contractor shall check this listing of directives. The applicable directives for performance of the work request are those in effect on the date of issuance of the work request. The 2100 Series (2100-2199) of the Agency's Directive System contains the majority of the Agency's IRM policies, standards, and procedures.

(c) Section 508 requirements. Contract deliverables are required to be compliant with Section 508 requirements. The Environmental Protection Agency policy for 508 compliance can be found on the Agency's Directive System identified in section (d) of this clause under policy number CIO 2130.0, Accessible Electronic and Information Technology. Additional information on Section 508 including EPA's 508 policy can be found at www.epa.gov/accessibility.

(d) Electronic access. A complete listing, including full text, of documents included in the 2100 Series of the Agency's Directive System is maintained on the EPA Public Access Server on the Internet at <http://epa.gov/docs/irmpoli8/>.

13. CONFLICT OF INTEREST (COI)

Inclusion of EPAAR 1552.209-73 for Personal Conflicts of Interest of Contractor Personnel. The contractor will be required to inform their employees to report OCIs. This conflict is about the relationship of an employee, subcontractor employee, or consultant with an entity that may impair the objectivity of that employee, subcontractor employee, or consultant performing the work. If the employee/consultant reports a conflict, the contractor must immediately notify the contracting officer and the contracting officer representative.

Inclusion of EPAAR 1552.209-70 and 1552.209.71 provisions/clauses will be in the solicitation and contract. The provision/clause will require the prospective contractors to certify either that they are not aware of any OCI or to provide a disclosure statement detailing an OCI that may exist.

14. GOVERNMENT PROPERTY

Furnished Space and Equipment - The contractor shall have access to EPA/OFS facilities during duty hours to perform tasks in accordance with this PWS. Government furnished space, desk, and phone will be provided to the contractor to perform the duties in accordance with this PWS. The contractor shall notify the Contracting Officer Representative (COR) immediately when any equipment breakdown occurs.

15. GOVERNMENT DATA AND FILES

All data and files produced in support of this contract and all corresponding hard copy EPA record material are the sole property of the U.S. Government. While in control of the contractor, during data processing, and prior to delivery, all Government material shall be stored by the contractor in strict adherence with these requirements. In addition, the contractor shall comply with all EPA IT security standards.

16. IDENTIFICATION OF CONTRACTOR PERSONNEL

The contractor's work space shall be clearly identified and segregated. Contractor personnel shall have their own telephone and mail boxes. The EPA-site contractor shall use the Networks for all direct dial, out bound long distance services to perform the duties of this PWS. Contractor personnel shall clearly identify themselves as contractor personnel when answering government telephones. Contractor personnel shall not answer telephones assigned to EPA employees.

Contractor personnel working in EPA facilities shall wear contractor identification badges at all times. Contractor personnel shall identify themselves as contractor personnel in all dealings.

17. CONFIDENTIAL AGREEMENTS

Prior to participating on the contract, each contractor employee assigned to this contract shall be required to sign a Confidentiality Agreement prohibiting disclosure of any information pertaining to the EPA's records. It shall be the responsibility of the contractor to ensure that such agreements have been signed and maintain a file of such agreements throughout the life of this contract, subject to periodic audit by the Government. This file shall be forwarded to the EPA COR at the conclusion of this contract.

18. INTERACTION WITH OTHERS

Although the Government recognizes the need for the contractor to interact with other contractors in performing the requirements stated herein, it is understood that the contractor shall only accept direction from the authorized Government Contracting Officer Representative (COR).

19. TRAVEL

Travel will be in accordance with the Federal Travel Regulation, 41 (CFR), Chapters 300 through 304, that implements statutory requirements and Executive branch policies for travel by federal civilian employees and others authorized to travel at government expense.

20. PLACE OF PERFORMANCE

All components directly involved in this business solution will be maintained at the U.S. EPA Headquarters in Washington D.C.

21. OPERATIONAL HOURS

Operational business hours are: 8 am – 6 pm Eastern Time, Monday through Friday, except for Federal holidays. In the final month of the fiscal year, some weekend and extended hours may be required.

22. SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) is attached.

23. PERSONNEL REQUIREMENTS

All contractor personnel shall have a strong customer support background and have the ability to remain pleasant under stress. In addition, all contractor personnel shall be extremely attentive to details.

Experience Requirements:

Level 1: The contractor employee shall have one year of experience with PRISM 6x. Also, the contractor employee will be familiar with changes to PRISM 7. The employee shall have the

ability to solve basic application issues to include, but not be limited to, routing, roles, requisitions, solicitations, and basic contracts. The contractor employee shall also have the ability to analyze and create documentation for users.

Level 2: The contractor employee shall have the same experience as a Level 1 employee. In addition, the contractor employee shall have experience with interfaces between PRISM and a financial system (preferably Momentum (Compass)). They shall also have the ability to solve problems by analyzing the interworking of financial data as is available in FPDS, EPA financial data warehouse, and PRISM. They shall be able to identify and understand PIDs, Document Control Numbers (DCNs), Line Item Ids and how they are contained in PRISM. The contractor employee shall have an understanding of the procurement life cycle process and how this is managed within PRISM, including de-obligations, account information, and synopsis.

Level 3/Team Lead: The contractor employee shall have the same experience as a Level 2 employee. In addition, the employee shall have experience in working with a team; in mentoring team members and monitoring systems. The employee shall be capable be able to collaborate with and work with Compusearch Inc. to resolve issues, install upgrades and patches and raise concerns directly to the PRISM vendor. Similarly the employee shall be able to coordinate and work with contractors associated with the Office of Comptroller Financial Operations in regards to the integration between EAS and Compass. This collaboration would be done in consult with the COR.

Key Personnel:

Key personnel shall include the CPM and the team leader.

During the first ninety (90) days of performance, no substitutions shall be made in key personnel unless necessitated by illness, death or termination of employment.

After the first ninety days, the contractor shall:

- Notify the EPA at a minimum of 15 working days prior to making a substitution
- Submit a detailed explanation of circumstances requiring the proposed substitution
- Supply a resume for the substitutes
- Substitutes shall have comparable qualifications as those being replaced or better and shall meet all of the above requirements for education and experience

The contractors who support the help desk must have at least 1 year prior experience with PRISM. The key personnel shall provide the help desk support for the duration of the contract or replaced under the Key Personnel Clause. The contractors shall not use EPA as a training ground for PRISM or help desk support, which impacts the quality of the customer service.

When a new contract staff member arrives, it takes about two weeks to have the paper work process completed. The Contract Project Manager will initiate the process and let the new employee start after the process completed.

